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PTO/SB/08A (08-00)

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

<p>Substitute for Form 1449A/PTO</p> <p><b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b></p> <p><i>O I P E</i> JC105</p>		Application Number		10/002,772		
		Filing Date		November 2, 2001		
		First Named Inventor		Toshio UENO		
		Group Art Unit		3625		
		Examiner Name		James H. Zurita		
Sheet	1 SEP 17 2004	1	Attorney Docket Number		01706/LH	
<b>U.S. PATENT DOCUMENTS</b>						
Exam. Inits*	Cite No <sup>1</sup>	Document Number	Kind Code <sup>2</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
J2 ↓		2001/0051952 6,513,052 6,678,764	A1 B1 B2	NAKAZATO, Toshiaki BINDER, Erin PARVULESCU et al	12-13-2001 01-28-2003 01-13-2004	

**FOREIGN PATENT DOCUMENTS**

Exam. Inits*	Cite No <sup>1</sup>	Offc <sup>3</sup>	Document Number <sup>4</sup>	Kind Code <sup>5</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T <sup>6</sup>

Examiner Signature

*James Zurita*

Date Considered

9/10/04

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<sup>1</sup> Unique citation designation number. <sup>2</sup> See kinds of U.S. Patent Documents. <sup>3</sup> Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). <sup>4</sup> For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. <sup>5</sup> Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. <sup>6</sup> Place a check here if English translation is attached.

DATE MAILED: September 23, 2004

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U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

<p>Substitute for Form 1449A/PTO</p> <p>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</p> <p>JUL 13 2004 U.S. PATENT AND TRADEMARK OFFICE</p>		Application Number		10/002,772	
		Filing Date		November 2, 2001	
		First Named Inventor		Toshio Ueno	
		Group Art Unit		3625	
		Examiner Name		ZURITA, JAMES H.	
of	1	Attorney Docket Number			01706/LH

**U. S. PATENT DOCUMENTS**

Exam. Inits*	Cite No <sup>1</sup>	Document Number	Kind Code <sup>2</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
jt	A	5,365,310	A	JENKINS et al.	11-15-1994	
	B	5,819,110	A	MOTOYAMA	10-06-1998	

**FOREIGN PATENT DOCUMENTS**

Exam. Inits*	Cite No <sup>1</sup>	Offc <sup>3</sup>	Document Number <sup>4</sup>	Kind Code <sup>5</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T <sup>6</sup>

\*English Language Abstract only

Examiner Signature

*James Zurita*

Date Considered

*9/10/01*

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DATE MAILED: July 13, 2004

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U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO <b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b> <i>FEB 19 2004</i>		Application Number	10/002,772
		Filing Date	Nov. 2, 2001
		First Named Inventor	T. UENO
		Group Art Unit	2152
		Examiner Name	
Sheet 1 of 1	Attorney Docket Number	01706/LH	

**U.S. PATENT DOCUMENTS**

Exam. Inits*	Cite No <sup>1</sup>	Document Number	Kind Code <sup>2</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
						<b>RECEIVED</b> FEB 25 2004 Technology Center 2100

**FOREIGN PATENT DOCUMENTS**

Exam. Inits*	Cite No <sup>1</sup>	Offc	Document Number <sup>4</sup>	Kind Code <sup>5</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T <sup>6</sup>
JT		EP	0 822 473	A2	Canon Kabushiki Kaisha	02-04-1998		

Examiner Signature

*James Dunn*

Date Considered

9/16/07

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U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

<p>Substitute for Form 1449A/PTO</p> <p>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</p> <p>OCT 15 2003</p> <p>USPTO &amp; TRADEMARK OFFICE</p>		Application Number	10/002,772
		Filing Date	November 2, 2001
		First Named Inventor	T. UENO
		Group Art Unit	2152
		Examiner Name	Not Yet Assigned
of	1	Attorney Docket Number	01706/LH

U. S. PATENT DOCUMENTS

Exam. Inits*	Cite No <sup>1</sup>	Document Number	Kind Code <sup>2</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
18	A	5,459,552	A	OHIRA	10-17-1995	<p>RECEIVED OCT 22 2003 Technology Center 2100</p>

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Exam Inits <sup>1</sup>	Cite No <sup>2</sup>	Offc <sup>3</sup>	Document Number <sup>4</sup>	Kind Code <sup>5</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T <sup>6</sup>
JP	B	EP	0 843 229	A2	Canon Information Systems, Inc.	05-20-1998		
↓	C	DE	100 29 455	A1	Mitsubishi International GmbH	07-19-2001		
↓	D	EP	1 182 857	A2	Hitachi, Ltd.	02-27-2002		

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DATE MAILED: October 15, 2003



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U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO				Application Number	10/002,772
				Filing Date	November 2, 2001
				First Named Inventor	Toshio UENO
				Group Art Unit	
				Examiner Name	
Sheet	1	of	2	Attorney Docket Number	01706/LH

U.S. PATENT DOCUMENTS

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Exam. Initials <sup>1</sup>	Cite No <sup>2</sup>	Offc	Document Number <sup>4</sup>	Kind Code <sup>5</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	Transl <sup>6</sup>
JF		JP	8-44700	A	FUJITSU LTD.	02-16-1996		*
		JP	11-232327	A	HITACHI LTD.	08-27-1999		*
		JP	2000-305872	A	FUJITSU LTD.	11-02-2000		*
		JP	2000-215204	A	SHARP CORP.	08-04-2000		*
		JP	2000-155778	A	HITACHI LTD.	06-06-2000		*
		JP	2001-084276	A	OKI ELECTRIC IND.	03-30-2001		*
		JP	11-250130	A	FUJITSU LTD.	09-17-1999		*
		JP	2001-160103	A	KONICA CORP.	06-12-2001		*

\*English  
language  
Abstract only

Examiner Signature	James Deante	Date Considered	9/10/01
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DATE MAILED: March 20, 2002

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PTO/SB/08B (08-00)

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO  <b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>		Application Number	10/002,772
		Filing Date	November 2, 2001
		First Named Inventor	Toshio UENO
		Group Art Unit	
		Examiner Name	
Sheet	2	of	2
<b>OTHER PRIOR ART - NON-PATENT LITERATURE DOCUMENTS</b>			
Examiner Initials <sup>1</sup>	Citation No. <sup>2</sup>	Include name of author (in CAPITAL LETTERS), title of article, title of item, date, page(s), volume-issue number(s), publisher, city and/or country where published	
JT		U.S. Serial No. 10/002,740, filed November 2, 2002, entitled SYSTEM, METHOD AND COMPUTER PROGRAM FOR RANK ASSIGNMENT, inventor: Toshio UENO  U.S. Serial No. 10/002,742, filed November 2, 2002, entitled SYSTEM, METHOD AND COMPUTER PROGRAM PRODUCT FOR COMPLAINT REPORT ISSUE, inventor: Toshio UENO  U.S. Serial No. 10/002,743, filed November 2, 2002, entitled TECHNICAL SUPPORT SYSTEM, inventor: Toshio UENO  U.S. Serial No. 10/002,744, filed November 2, 2002, entitled TECHNICAL SUPPORT SYSTEM, inventor: Toshio UENO  U.S. Serial No. 10/002,745, filed November 2, 2002, entitled TECHNICAL SUPPORT SYSTEM, inventor: Toshio UENO  U.S. Serial No. 10/002,771, filed November 2, 2002, entitled METHOD, SYSTEM AND COMPUTER PROGRAM PRODUCT PROVIDING BACKUP DATA FOR USE IN STUDYING CLAIMS, inventor: Toshio UENO	
Signature		Date Considered	3/10/03

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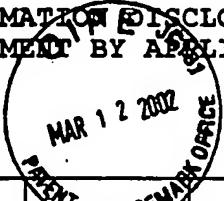
<sup>2</sup> Unique citation designation number. <sup>3</sup> Place a check here if English translation is attached.

DATE MAILED: March 20, 2002

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PTO/SB/08A (08-00)

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>   		Application Number	10/002,772	
		Filing Date	November 2, 2001	
		First Named Inventor	Toshio UENO	
		Group Art Unit		
		Examiner Name		
Sheet	of	2	Attorney Docket Number	01706/LH

#### U.S. PATENT DOCUMENTS

Exam. Inits*	Cite No <sup>1</sup>	Document Number	Kind Code <sup>2</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion

#### FOREIGN PATENT DOCUMENTS

Exam. Inits*	Cite No <sup>1</sup>	Offc <sup>3</sup>	Document Number <sup>4</sup>	Kind Code <sup>5</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T <sup>6</sup>
Jt		JP	2000-115393  *English language Abstract Only	A	CANON INC.	04-21-2000		*

Examiner Signature	<i>Janeen Hunter</i>	Date Considered	<i>9/10/03</i>
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U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO		Application Number	10002,772
INFORMATION DISCLOSURE STATEMENT BY APPLICANT		Filing Date	November 2, 2001
		First Named Inventor	Toshio UENO
		Group Art Unit	
		Examiner Name	
Sheet	1	Attorney Docket Number	01706/LH
<b>OTHER PRIOR ART - NON-PATENT LITERATURE DOCUMENTS</b>			
Examiner Initials <sup>1</sup>	Cite No. <sup>1</sup>	Include name of author (in CAPITAL LETTERS), title of article, title of item, date, page(s), volume-issue number(s), publisher, city and/or country where published	
JZ		U.S. Serial No. 09/813,209, filed March 20, 2001, entitled TECHNICAL SUPPORT SYSTEM, inventor: Mineo Nozaki and Toshio UENO	
Examiner Signature		Jane Dub	Date Considered 8/10/03

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<sup>1</sup> Unique citation designation number. <sup>2</sup> Place a check here if English translation is attached.

DATE MAILED: March 6, 2002

<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>		Application Number	10/002,772					
		Filing Date	November 2, 2001					
		First Named Inventor	Toshio UENO					
		Group Art Unit	3625					
		Examiner Name	James H. Zurita					
		Sheet 1 of 1	Attorney Docket Number	01706/LH				
<b>U.S. PATENT DOCUMENTS</b>								
Exam. Trks <sup>1</sup>	Cite No <sup>2</sup>	Document Number	Kind Code <sup>3</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion		
Jt		5964891	B1	Caswell et al.	10-12-1999			
		5819272	A	Benson, Max L.	10-06-1998			
		6467088	B1	alSafadi et al	10-15-2002			
		6487560	B1	LaRue et al.	11-26-2002			
		6694335	B1	Hopmann et al.	02-17-2004			
		6836830	B1	Yamagami et al.	12-28-2004			
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<b>FOREIGN PATENT DOCUMENTS</b>								
Exam. Trks <sup>1</sup>	Cite No <sup>2</sup>	Office <sup>3</sup>	Document Number <sup>4</sup>	Kind Code <sup>5</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	Tr <sup>6</sup>
Jt		WO	01/02954	A1	KONINKLIJKE PHILIPS ELECTRONICS N.V.	01-11-2001		
Jt		DE	101 05 532	A1	HEWLETT-PACKARD CO.	08-09-2001		
Examiner Signature	<i>James Zurita</i>				Date Considered	9/01/01		

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DATE MAILED: July 8, 2005

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<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>				Application Number	10/002,772		
				Filing Date	November 2, 2001		
				First Named Inventor	Toshio UENO		
				Group Art Unit	3625		
				Examiner Name	James H. Zurita		
Sheet	1	of	1	Attorney Docket Number	01706/LH		
<b>U.S. PATENT DOCUMENTS</b>							
Exam. Inits <sup>1</sup>	Cite No <sup>2</sup>	Document Number	Kind Code <sup>3</sup>	Name of Patentee or Applicant		Publication Date MM-DD-YYYY	Relevant Portion
JZ		5,197,005	A	SHWARTZ et al		03-23-1993	
		5,446,883	A	KIRKBRIDE et al		08-29-1995	
		6,766,320	B1	WANG et al		07-20-2004	
<b>FOREIGN PATENT DOCUMENTS</b>							T <sup>4</sup>
Exam. Inits <sup>1</sup>	Cite No <sup>2</sup>	Office <sup>3</sup>	Document Number <sup>4</sup>	Kind Code <sup>5</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
Examiner Signature	James Zurita			Date Considered	9/12/01		

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U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO <b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>		Application Number	10/002,772	
		Filing Date	November 2, 2001	<b>RECEIVED</b> <b>CENTRAL FAX CENTER</b> <i>FEB 22 2005</i>
		First Named Inventor	Toshio UENO	
		Group Art Unit	3625	
		Examiner Name	James H. Zurita	
Sheet	1	of	2	
Attorney Docket Number				01706/LH

## U. S. PATENT DOCUMENTS

Exam. Initia- l	Cite No <sup>1</sup>	Document Number	Kind Code <sup>2</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
		5,287,505	A	CALVERT et al	02-15-1994	
		6,032,184	A	COGGER et al	02-29-2000	
		6,219,648	B1	JONES et al	04-17-2001	
		2002/0032672	A1	KEITH, JR.	03-14-2002	
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		2002/0120684	A1	CHRISTFORT et al	08-29-2002	
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		6,802,042	B2	RANGAN et al	10-05-2004	

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Exam. Initia- l	Cite No <sup>1</sup>	Offic <sup>3</sup>	Document Number <sup>4</sup>	Kind Code <sup>5</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T <sup>6</sup>

Examiner Signature	James Zurita	Date Considered	9/10/01
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DATE MAILED: February 22, 2005

PTO/SB/088

INFORMATION DISCLOSURE STATEMENT BY APPLICANT		Application Number	10/002,772
		Filing Date	November 2, 2001
		First Named Inventor	Toshio UENO
		Group Art Unit	3625
		Examiner Name	James H. Zurita
Sheet	2	of	2
Attorney Docket Number 01706/LH			
NON PATENT LITERATURE DOCUMENTS			
Exam Inits	Cite No <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	
JZ		Hilbert, David M., et al., "An Approach to Large-Scale Collection of Application Usage Data Over the Internet" Proceeding of the 20 <sup>th</sup> International Conference on Software Engineering, April 1998, ISBN 0-8186-8368-6, pages 136-142.	
Examiner Signature	James Zurita		Date Considered 8/20/05

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